

**METHODS AND SYSTEMS FOR COMMUNICATIONS DEVICE  
TROUBLESHOOTING  
ABSTRACT**

5           Methods and systems provide for the troubleshooting of communications devices  
that interconnect a personal computer or network of personal computers to a network of a  
service provider. The troubleshooting is provided through a computer application  
program that may troubleshoot various issues. Issues related to the personal computer  
and the connection from the computer to the communications device may be analyzed.  
10   Additionally, the troubleshooting program may analyze issues related to the  
communications device and its connection to the service provider's network by the  
troubleshooting program interacting with a diagnostics program of the communications  
device and/or the network. The troubleshooting program may provide a graphical user  
interface to interact with the customer to allow the customer to step through the  
15   troubleshooting process while the troubleshooting application program may display  
information acquired during the troubleshooting for the user and may store the  
troubleshooting information or forward it to the service provider through the network  
connection to a server when possible. The troubleshooting program enables this  
information to be provided to the service provider from the customer without requiring  
20   the customer to be technically skilled and without requiring an on-site visit by a  
technician. Such information allows the service provider to provide guidance to the  
customer to complete the self-installation or self-repair process.